



# Job Opportunity

## State Controller's Office

**Position:** Program Technician

Statewide

**Location:** Division of Collections  
3301 C Street, Suite 712, Sacramento, CA 95816

**Issue Date:** May 29, 2007

**Final Filing Date:** Until Filled

**Contact/Telephone:**

Susan Lash, (916) 322-1812

**Who May Apply:** Individuals who are currently in this classification, eligible for lateral transfer or promotion, or reachable on a certification list. SROA/Surplus candidates are encouraged to apply.

\* Free Parking Provided

**California Relay Service: 1-800-735-2929**

**Position Number(s):** 051-550-9927-073  
Ref. 0529.CSU 3

*Please call (916)323-3055 to request reasonable accommodations*

**Scope of the Position:**

With general direction provided by a Supervising Program Technician I, the incumbent will primarily be responsible for assisting callers who contact the Bureau of Unclaimed Property's (UCP)'s Call Center seeking information regarding unclaimed property, and assist with support functions necessary to process claims. Duties include, but are not limited to the following:

**Duties and Responsibilities:**

*Candidates must perform the following essential functions with or without reasonable accommodations*

- Answer inquiry calls to the Bureau of Unclaimed Property's Call Center, relating to specific claims, or provide general information regarding the Unclaimed Property Program;
- Research the less difficult claim inquiries with reference to laws, rules, and regulations governing the distribution of unclaimed property;
- Review claim inquiries to determine whether claim can be researched through microfilm tapes, alfa/fiche, or original reports;
- Review claim documentation for validity and/or determine if the claim requires further research or additional documentation;
- Prepare the less difficult correspondence to claimants regarding the necessary documentation to return with claim form and general information on unclaimed property law;
- Respond to inquiries regarding unclaimed property laws, policies, and claim procedures;
- Refer the more complexed claims or calls to the appropriate staff for further evaluation and resolution, per Bureau Procedures;
- Prepare claim documents for computer input to the unclaimed property tracking system;
- Track and monitor claim inquiries pertaining to problems and pending reports on computer systems;
- Research and track the returned warrants to determine eligibility for reissue or redeposit into unclaimed



The State Controller's Office is committed to providing equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, gender, disability, religious or political affiliation, age, or sexual orientation.



property account.

***Applications will be screened and only the most qualified will be interviewed***

**How to Apply:**

**All hires will be subject to a background check.**

**For permanent positions, SROA and Surplus candidates should attach "surplus letters" to their application. Failure to do so may result in your application not being considered.**

Please submit a STD. 678 State Application and Résumé to:

**State Controller's Office**

Division of Collections  
3301 C Street, Suite 712  
Sacramento, CA 95816

Attn: Susan Lash

Reference 051-550-9927-073 Ref. 0529.CSU 3 (Candidate must indicate this Reference Number on resume and in the box marked "Examination or Job Title for which you are applying" on the front page of the Employment Application STD 678).